

Public Service Commission of South Carolina
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POSTED
8/21/12

Complaint Form

Print

Date: 8/20/2012

RECEIVED

Complainant or Legal Representative Information:

* Required Fields

Name * Ateaka Q. Wiley

Firm (if applicable)

Mailing Address * 6046 Windjammer Drive

City, State Zip * Tega Cay SC 29708

Phone * 803-548-8812

E-mail * amqwiley@gmail.com

Name of Utility Involved in Complaint: * Tega Cay Water Services, Inc. and Utilities, Inc.

NOTE: If AT&T is the utility involved, please complete the attachment located at the end of this form.

Type of Complaint (check appropriate box below.) *

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service | <input type="checkbox"/> Payment Arrangements | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue |
| <input type="checkbox"/> Service Issue | <input type="checkbox"/> Meter Issue | | |
- ☒ Other (be specific) Utilities, Inc. and Tega Cay Water Services Inc. proposed request for a 48% Water/Sewage Increase

Have you contacted the Office of Regulatory Staff (ORS)? * ☐ Yes ☒ NoName of
ORS Contact:

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

Tega Cay Water Services, Inc./Utilities, Inc (UI) is a MONOPOLY AND WE, RESIDENTS, of Tega Cay, SC need your help and protection. Our water bills are already twice as high as any city I know of...including Charlotte, NC. *I am retired on a fixed income and this will be an unbearable hardship.*

1. Tega Cay Water Utilities Inc (UI) has already just had an 18% increase this year in our Water/Sewage charges and now they have submitted an additional proposal for an additional increase 48% on Tega Cay, SC residents which actually comes to an additional increase of approximately 69% which if you add the 18% already imposed this year...brings us to an 87% increase this year...then please take into consideration item 5 which makes their profit margin several percentage points higher than appears on the face of the proposal.

2. All of the years they have been pocketing the money instead of re-investing and maintaining the water and sewage systems. Now they are trying to justify the outrageous increase of 48% (really a 69% percent increase) by crying that there are so many repairs to be done.

3. In addition, Tega Cay Water Services Inc./Utilities, Inc (UI) should have been preparing to connect our water/sewage systems directly to Rock Hill, SC's water system which would take one vendor markup out of the loop and reduce our water bills approximately 50% instead of the water systems being purchased through York County, SC and/or Fort Mill, SC ... which doubles our price and then Tega Cay Water Utilities Inc (UI) has their markup on top of this.

4. Also, I believe our base rate is based on a 4 person household which should be corrected/adjusted to each individual receiving a more accurate bill with the baseline beginning as a one person household and then the larger families would be paying an equitable share instead of 1, 2 and 3 person household subsidizing the larger households or largest water user.

5. Last ...BUT NOT LEAST... THE HIDDEN, FRAUDULENT CORPORATE PROFIT MARGIN/MARK UP ... since our water/sewage is initially purchased by Tega Cay Water Services Inc./Utilities, Inc. from York County, SC and/or Fort Mill, SC...Tega Cay Water Services Inc./Utilities, Inc. calculates their markup percentage on this already marked up price by original vendor which is yielding an even higher percentage rate to Tega Cay Water Services Inc./Utilities, Inc. profit line than you would and have in the past actually approved. The proposed increase is NOT an accurate request.

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

PLEASE DO NOT APPROVE THIS OR ANY OTHER REQUESTED INCREASE BY Tega Cay Water Services Inc/Utilities, Inc. at this time. Please require them to do the repairs at their costs since we, the residents of Tega Cay, SC have been paying for maintenance for many, many years and Tega Cay Water Services Inc/Utilities, Inc. has NOT been a responsible nor honorable

corporation by keeping up with required maintenance.

Also, they should be required to budget and pay connection construction, fees, etc. (whatever is required) to directly connect Tega Cay, SC water system to the Rock Hill, SC Water System which also is a RESPONSIBLE action of an honorable private enterprise. This should result in a savings of approximately 50% to the citizens of Tega Cay.

It is obvious that Tega Cay Water Services Inc/Utilities, Inc. receives an even higher percentage rate/profit than should be justified since they add their increase after York County, SC/Fort Mill, SC.

Also, our base rate is based on a 4 person household which should be corrected/adjusted to each individual receiving a more accurate bill with the baseline beginning as a one person household and then the larger families would be paying an equitable share instead of 1, 2 and 3 person household subsidizing the larger households or largest water user.

STATE OF SOUTH CAROLINA)

VERIFICATION

COUNTY OF YORK)

I, Ateaka Q. Wiley
Complainant's Name *verify that I have read my complaint filed on 8/20/2012

and know the contents thereof, and that said contents are true.

Ateaka Q. Wiley

Complainant's Signature *

Internal Use Only

| Processed By | Date |
|--------------|------|
| | |
| H.L. | |

Important Note:

I am retired and on a Fixed Income. This increase will put me on an unbearable hardship.

I will have to choose between buying my medicine and food vs. paying my water bill. I am a 1-person household / 1-person fixed income.

Please, please help us. I have lived here for 35 years, my house is small but I have ~~hard~~ ^{worked hard} to hang onto it so I thought I would be able to afford it and utility costs... but it is getting harder and harder between all the utility increases.

Please lookout for us residents. Thank you.